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CONFIRMATION NO. 3316

SERIAL NUMBER 09/944,836	FILING DATE 08/31/2001 RULE	CLASS 345	GROUP ART UNIT 2179	ATTORNEY DOCKET NO. 1160215/0531072
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APPLICANTS

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 Scott Moore Gosling, Golden, CO;
 David L. Young, Boulder, CO; William Randy Watler, Evergreen, CO;

** CONTINUING DATA ***** YES
 This appln claims benefit of 60/281,637 04/05/2001

** FOREIGN APPLICATIONS ***** NONE

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
 ** 10/03/2001

Foreign Priority claimed 35 USC 119 (a-d) conditions met Verified and Acknowledged	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Examiner's Signature: <i>[Signature]</i> Initials: <i>[Initials]</i>	STATE OR COUNTRY CO	SHEETS DRAWING 7	TOTAL CLAIMS 39	INDEPENDENT CLAIMS 6
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ADDRESS
 26874
 FROST BROWN TODD, LLC
 2200 PNC CENTER
 201 E. FIFTH STREET
 CINCINNATI, OH
 45202

TITLE
 System and method for automated end-user support

FILING FEE	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
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